



## **AGENDA ITEM: 6**

### **NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL**

**21 July 2014**

#### **PERFORMANCE MONITORING**

**Report by Shân Morris, Corporate Planning Manager**

#### **Purpose of Report**

- 1.** To provide members with information relating to North Wales Fire and Rescue Service activity and monitoring performance against improvement objectives.

#### **Information**

- 2.** Attached at Appendix 1 for members' information is the monitoring report for the period from 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014.

#### **Recommendation**

- 3.** That Members note the contents of the performance monitoring report.



# NORTH WALES FIRE AND RESCUE



**Gwasanaeth Tân ac Achub  
Fire and Rescue Service**

## PERFORMANCE MONITORING REPORT

**YEAR END  
April 2013 – March 2014**

**Figures are provisional and may be subject to minor amendment.**

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## **IMPROVEMENT OBJECTIVE 1:**

### **Preventing Deaths and Injuries from Accidental Fires in Dwellings**

<b>REPORTING YEAR 2013-14</b>									
Comparisons against previous year and 3 year average are shown in right-hand columns of table.									
Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
↑ = increase this year ↓ = decrease this year → = no change <b>pp</b> percentage points									
<b>Category</b>	<b>Year</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Whole Year</b>		<b>Average of 3 previous years</b>	
Accidental fires in dwellings	2013-14	128	117	123	111	479	↑ 6%	466	↑ 3%
	2012-13	97	123	103	131	454			
Injuries from accidental fires in dwellings	2013-14	12	17	16	13	58	↑ 13	44	↑ 14
	2012-13	8	9	13	15	45			
Deaths from accidental fires in dwellings	2013-14	2	0	0	1	3	→		
	2012-13	1	0	1	1	3			
% of people who escaped unharmed and unaided from accidental fires in dwellings	2013-14	77%	78%	83%	77%	79%	↑ 2pp	79%	→
	2012-13	83%	80%	74%	71%	77%			
Dwelling fires – Smoke alarm activated	2013-14	61%	57%	59%	58%	59%	→	61%	↓ 2pp
	2012-13	58%	56%	65%	59%	59%			
Dwelling fires – Smoke alarm did not operate	2013-14	23%	29%	20%	30%	25%	↓ 1pp	24%	↑ 1pp
	2012-13	29%	23%	26%	26%	26%			
Dwelling fires – No smoke alarm present	2013-14	16%	14%	22%	12%	16%	↑ 1pp	15%	↑ 1pp
	2012-13	13%	21%	9%	14%	15%			
% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation	2013-14	31%	33%	32%	32%	32%	↓ 3pp	28%	↑ 4pp
	2012-13	46%	35%	30%	32%	35%			

## Accidental Fires in Dwellings and Casualties by Severity of Injury

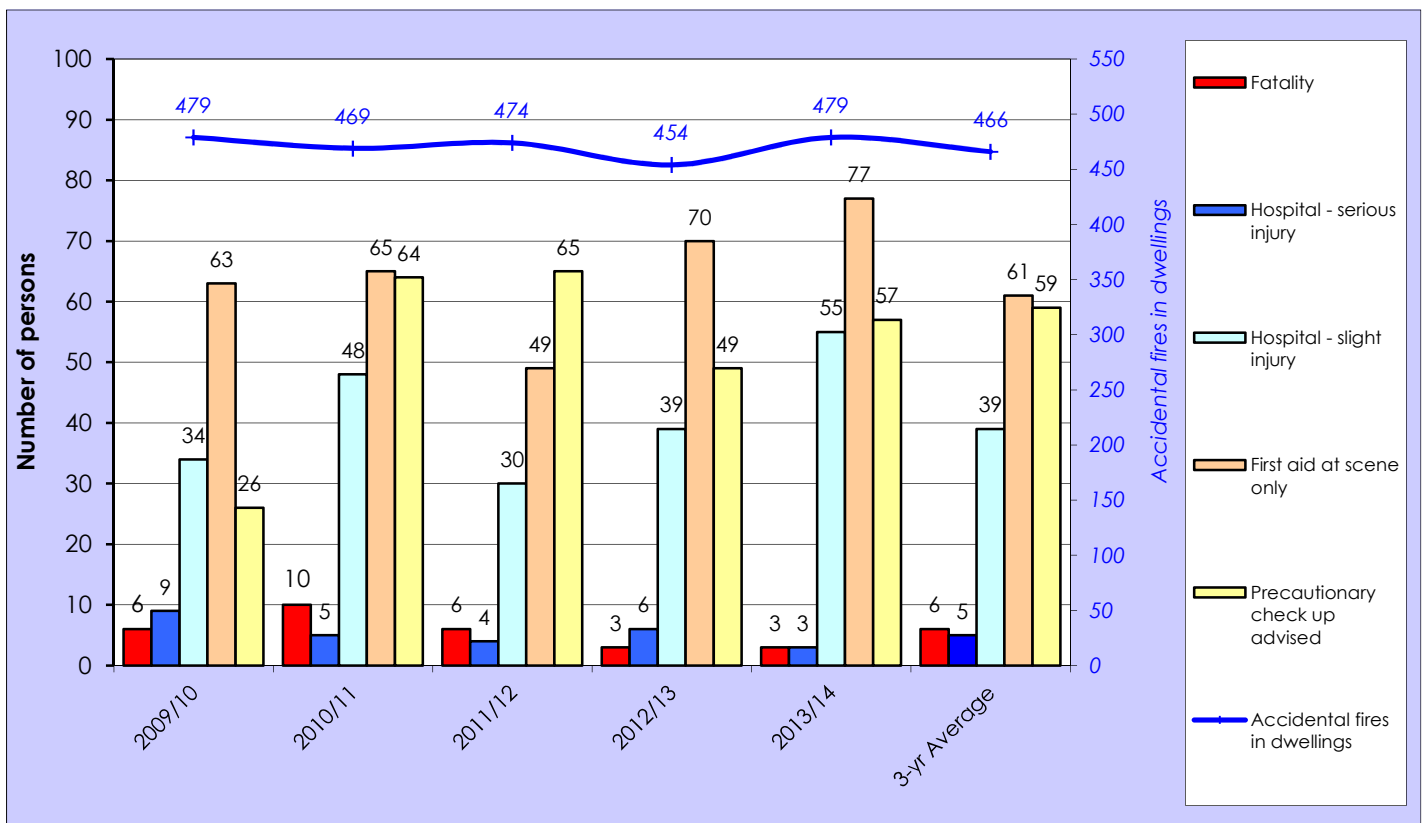
- **There were 6% or 25 more accidental fires in dwellings compared with 2012/13**

During the year the Service attended 479 accidental fires in dwellings, which is 25 more than in the previous year and 13 more than the 3-year average of 466.

**Injuries from accidental fires in dwellings:** 58 people sustained injuries at these fires, 55 of which were classified as slight injuries and 3 as serious injuries. These exclude where persons were advised to seek a precautionary check-up and where first aid was given at the scene only, in accordance with national guidance for compiling national performance indicators.

**Deaths from accidental fires in dwellings:** There were 3 fatalities at these fires. There were 2 deaths in Gwynedd (May and March) and 1 death in Conwy (June). The incident in March is still awaiting confirmation from the Coroner.

### Accidental Fires in Dwellings and Casualties by Severity of Injury



After April 2009 non-fatal casualties are recorded under four categories of severity:

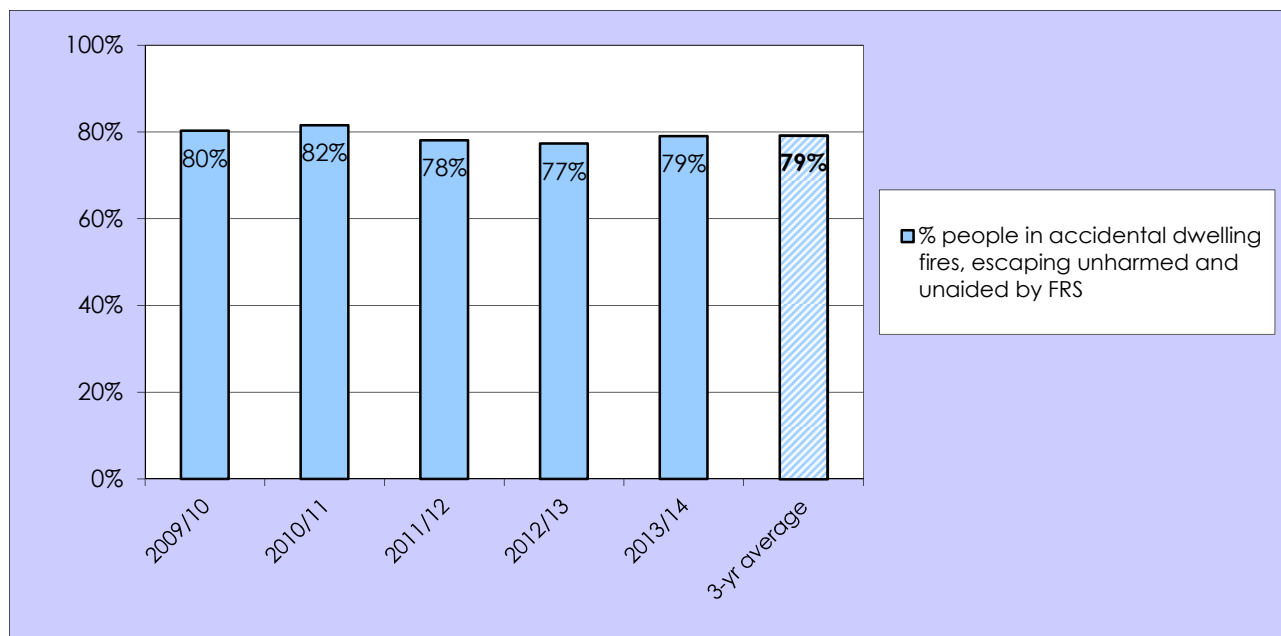
- victim went to hospital, injuries appear to be serious;
- victim went to hospital, injuries appear to be slight;
- first aid given at the scene only;
- precautionary check up recommended – this is when an individual is sent to hospital or advised to see a doctor as a precaution, but having no obvious injury or distress.

Due to the change in April 2009 and the introduction of a 'fire-related injury' marker there is a possible discontinuity in the number of non-fatal casualties.

**The percentage of people in accidental dwelling fires who escaped unharmed without fire and rescue service assistance at the fire.**

- **79% of people involved in an accidental dwelling fire escaped unharmed and without the need for assistance from the Service at the fire. This is an increase of 2 percentage points compared with 2012/13.**

% of people in accidental dwelling fires escaping unharmed without FRS assistance



With early warning from a working smoke alarm and a rehearsed escape plan tailored to the individual needs of the occupants of the dwelling, people can maximise their chances of escaping unharmed from a dwelling fire without having to rely on being rescued by a fire crew.

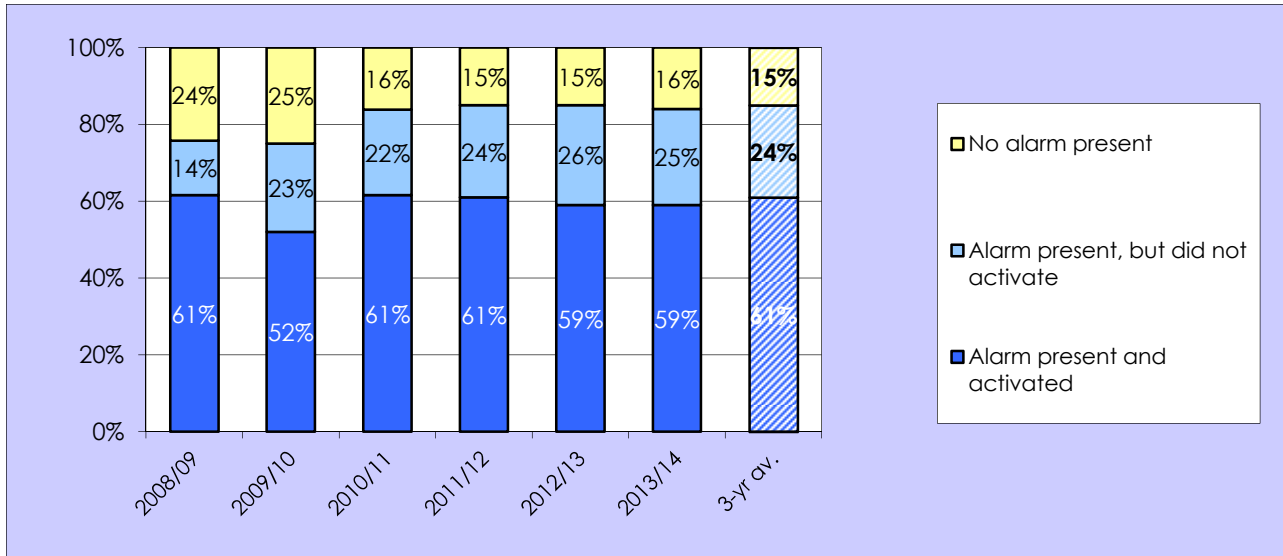
The 79% achieved this year relates to a total of 971 people who left the premises, of whom 769 were able to exit the dwelling safely without having to be rescued by a fire crew.

**Fire in Dwellings: Presence of Smoke Alarms**

- **16% of dwellings experiencing a fire did not have a smoke alarm (84 fires), which is 1 percentage point higher than in the previous year.**

There were 519 fires in dwellings during the year, 26 (5.2%) more than the previous year's total of 493 but the same as the 3-year average.

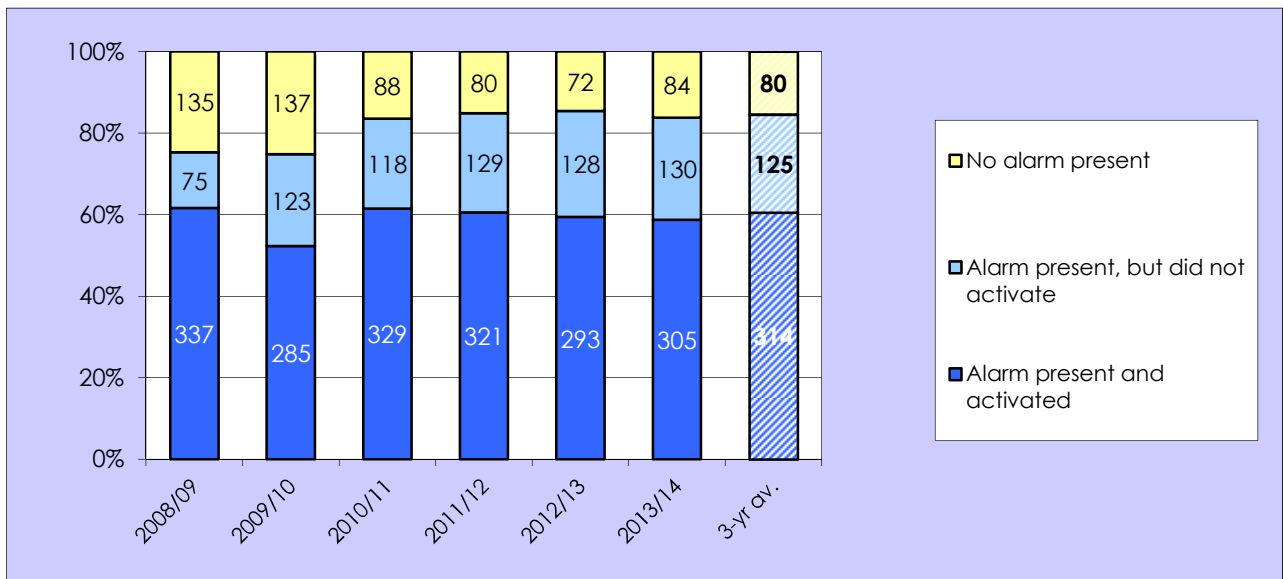
*Fires in Dwellings: Presence of smoke alarms (percentage)*



In 59% of dwelling fires attended (305 fires), **an alarm was fitted and activated**. This percentage of the total is the same as the previous year, 2% below the 3-year average.

In 25% of the dwelling fires attended (130 fires), **an alarm was fitted but it did not activate**. This was 1 percentage point lower the previous year, but 1 percentage point higher than the 3-year average. The main reason why alarms did not activate despite being fitted in the property was that the fire was not close enough to the detector to trigger the alarm (this was the case in 83 fires).

*Fires in Dwellings: Presence of smoke alarms (number)*



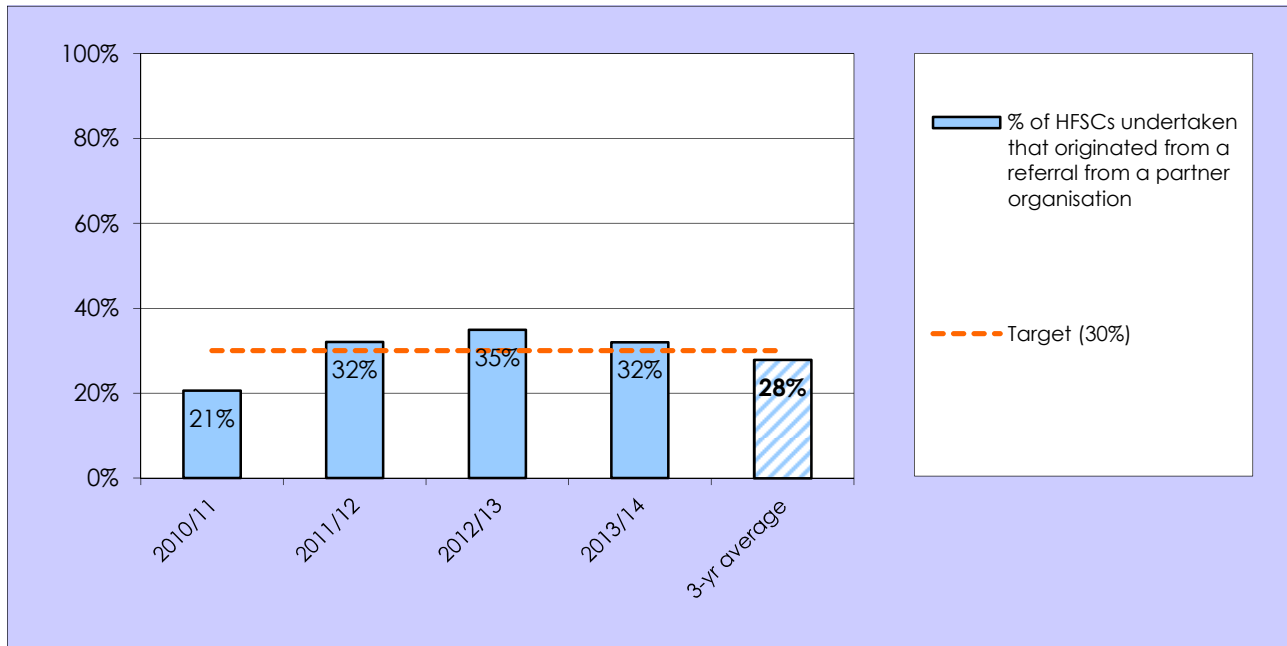


## Home Fire Safety Checks (HFSCs)

- **32% of home fire safety checks were completed following a referral from a partner organisation.**

During the year 8,528 (32%) out of the 26,621 home fire safety checks completed were ones that had originated from partner organisation referrals. This exceeds the Service's own 30% target.

% of all Home Fire Safety Checks undertaken that originated from a referral from a partner organisation



## INCIDENT ACTIVITY REPORTING: Summary of All Incidents Attended

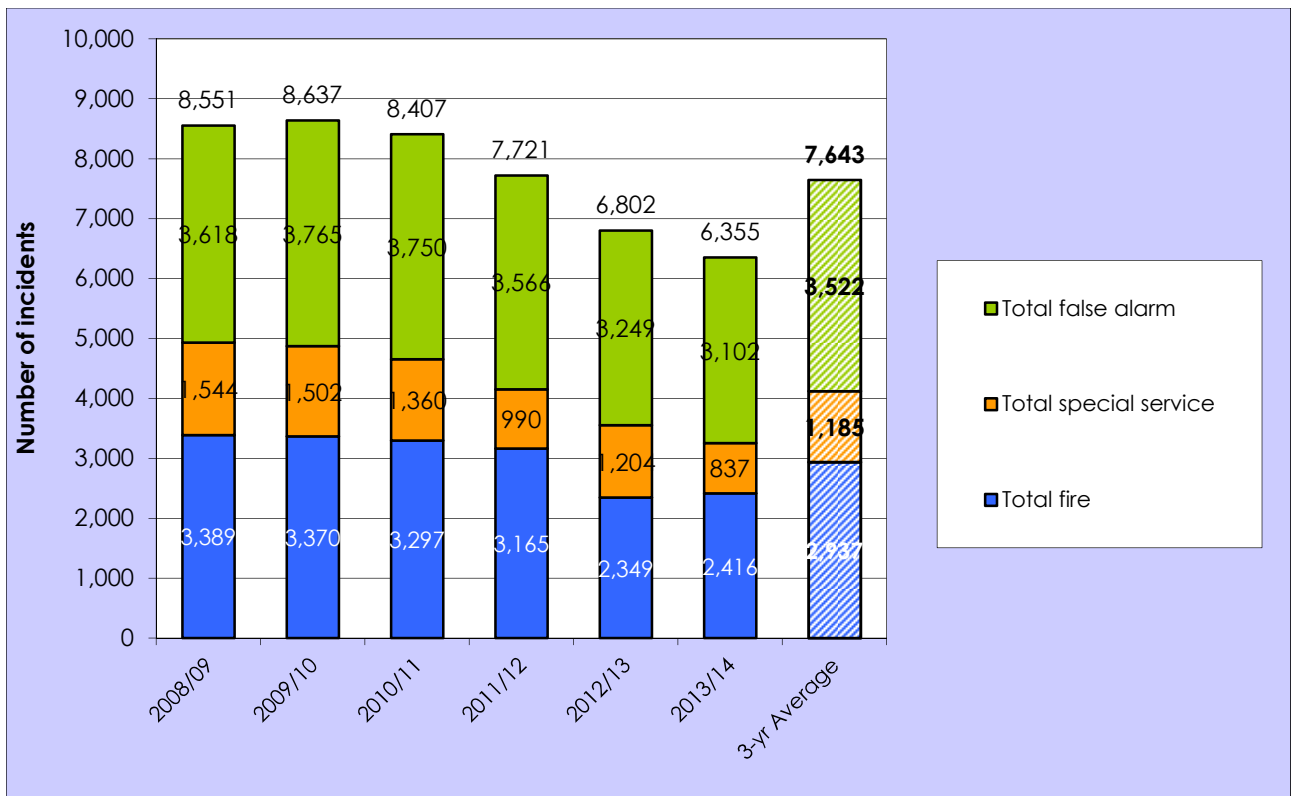
REPORTING YEAR 2013-14									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total incidents attended	2013-14	1,716	1,799	1,530	1,310	6,355	↓ 7%	7,643	↓ 17%
	2012-13	1,721	1,800	1,721	1,560	6,802			
Total fires	2013-14	798	685	477	456	2,416	↑ 3%	2,937	↓ 18%
	2012-13	623	524	536	666	2,349			
Total special service incidents	2013-14	209	206	223	199	837	↓ 30%	1,185	↓ 29%
	2012-13	289	323	384	208	1,204			
Total false alarms	2013-14	709	908	830	655	3,102	↓ 5%	3,522	↓ 12%
	2012-13	809	953	801	686	3,249			

**All Incidents Attended:**

- **There was a decrease of 7% or 447 fewer incidents compared with the previous year.**

During the year the Service attended 6,355 incidents, which is fewer than in previous years and continues the overall downward trend. Special service incidents reduced by 30% compared with last year and by 29% compared with the average over the previous 3 years. False alarm incidents also saw a reduction of 5% compared with the previous year, and a 12% reduction when compared with the average over the previous 3 years. Total fire incidents increased by 3% (67 more fires), however when compared with last year, but remained below the 3-year average.

All Incidents Attended, by Type



## INCIDENT ACTIVITY REPORTING: Fires Attended

REPORTING YEAR 2013-14									
Comparisons against previous year and 3 year average are shown in right-hand columns of table. Background shading - <b>Green</b> = improvement; <b>Red</b> = deterioration; <b>Amber</b> = no change									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total fires	2013-14	798	685	477	456	2,416	↑ 3%	2,937	↓ 18%
	2012-13	623	524	536	666	2,349			
Primary fires	2013-14	323	302	258	234	1,117	↓ 2%	1,263	↓ 12%
	2012-13	261	321	260	301	1,143			
Secondary fires	2013-14	420	367	151	149	1,087	↑ 23%	1,375	↓ 21%
	2012-13	311	189	190	197	887			
Chimney fires	2013-14	55	16	68	73	212	↓ 34%	299	↓ 29%
	2012-13	51	14	86	168	319			
All deliberate fires	2013-14	287	250	149	106	792	↓ 5%	1,214	↓ 35%
	2012-13	267	202	201	165	835			
All accidental fires	2013-14	511	435	328	350	1,624	↑ 7%	1,723	↓ 6%
	2012-13	356	322	335	501	1,514			
Fires in non-domestic properties	2013-14	30	25	26	34	115	↓ 22%	159	↓ 28%
	2012-13	33	41	33	40	147			

**Fires:**

- **There was an increase of 3% or 67 more fires than in the previous year.**

During the year the Service attended 2,416 fires. Primary and chimney fires reduced by 2% and 34% respectively when compared with the previous year whilst secondary fires increased compared with the previous year. When compared with the longer-term picture and the 3-year average, the overall downward trend (improvement) in the number of fire incidents attended by the Service continued. This is an indication that the wetter-than-average weather during 2012/13 – in addition to the Service’s extensive fire prevention activity – had a significant impact on fires. This may also limit the value of some year-on-year comparison between 2012/13 and 2013/14.

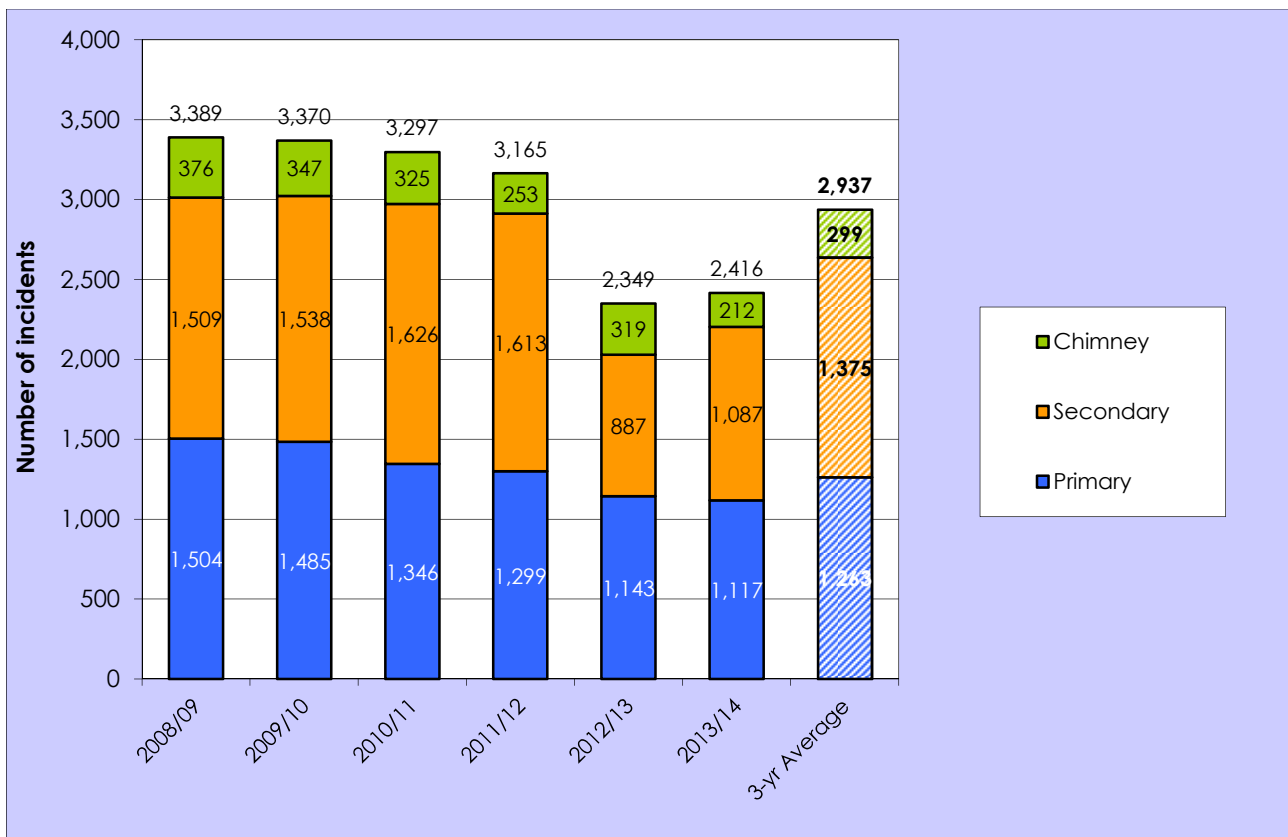
**Fires: Type**

**Primary fires** decreased by 2% or 26 fewer incidents compared with the same period in the previous year, and was 12% lower than the three year average. Primary fires have decreased every year since at least 2008/09.

During the year **secondary fires** increased by 23% or 200 more incidents compared with 2012/13, but was 21% lower than the previous three year average. Grassland fires in particular increased significantly compared with the previous year, with the Service attending 480 such fires, which is nearly twice as many as the 280 in 2012/13. This increase reflects the prolonged wet weather in 2012/13 and a return to drier conditions in 2013/14.

**Chimney fires** decreased by 34% or 107 fewer fires compared with 2012/13 and remained below the 3-year average.

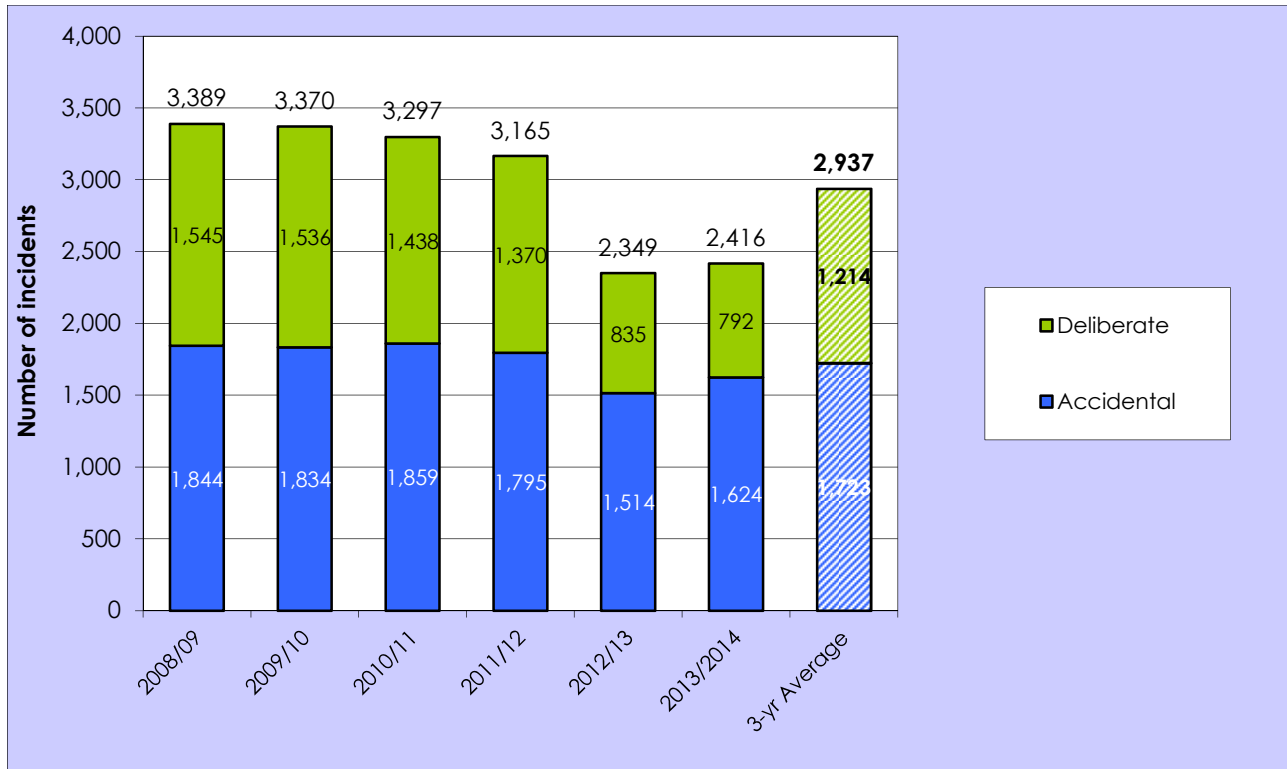
All Fires Attended, by Type



## **Fires: Motive**

The increase in fires in 2013/14 compared with 2012/13 is reflected in accidental fires although the number remained below the three year average. There was however a reduction of 5% in the number of fires started deliberately compared with the previous year and a 35% reduction when compared with the previous 3 years.

### *All Fires Attended, by Motive*

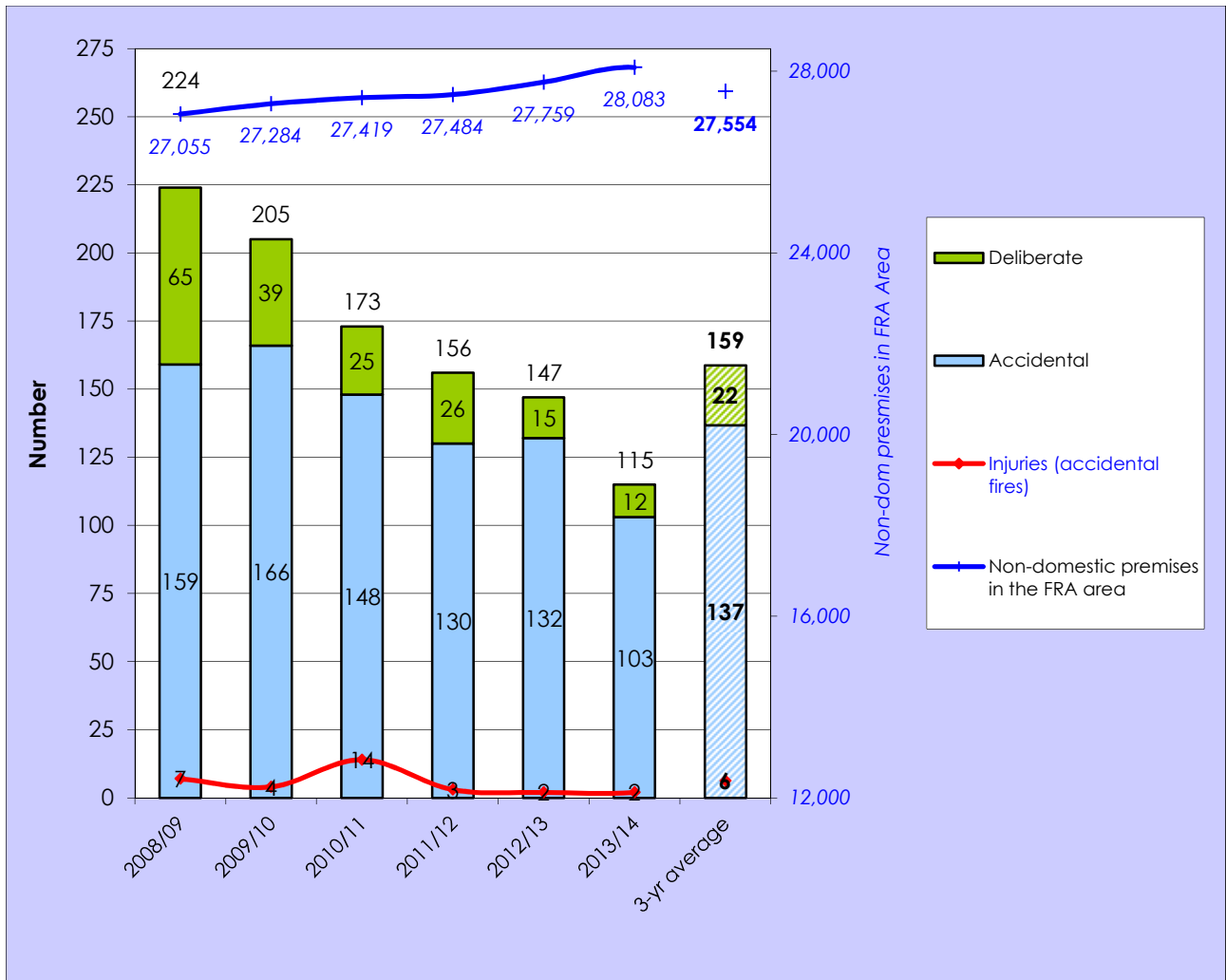


**Fires: Non-domestic premises:**

- **There was a decrease of 22% or 32 fewer fires in non-domestic premises compared with the previous year.**

During 2013/14 the Service attended 115 such fires, which is lower than the previous year and the 3-year average and continues the downward trend, in contrast to the increasing number of non-domestic premises in the FRA area.

*Fires in Non-domestic Premises and Casualties from accidental fires in non-domestic premises*



## INCIDENT ACTIVITY REPORTING: Special Service (non-fire) Incidents Attended

REPORTING YEAR 2013-14									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total special service incidents	2013-14	209	206	223	199	837	↓ 30%	1185	↓ 29%
	2012-13	289	323	384	208	1,204			
Road traffic collisions (RTC)	2013-14	83	78	85	66	312	↓ 22%	494	↓ 37%
	2012-13	107	92	125	75	399			
Other than RTC	2013-14	126	128	138	133	525	↓ 35%	691	↓ 24%
	2012-13	182	231	259	133	805			



**Special Service Incidents:**

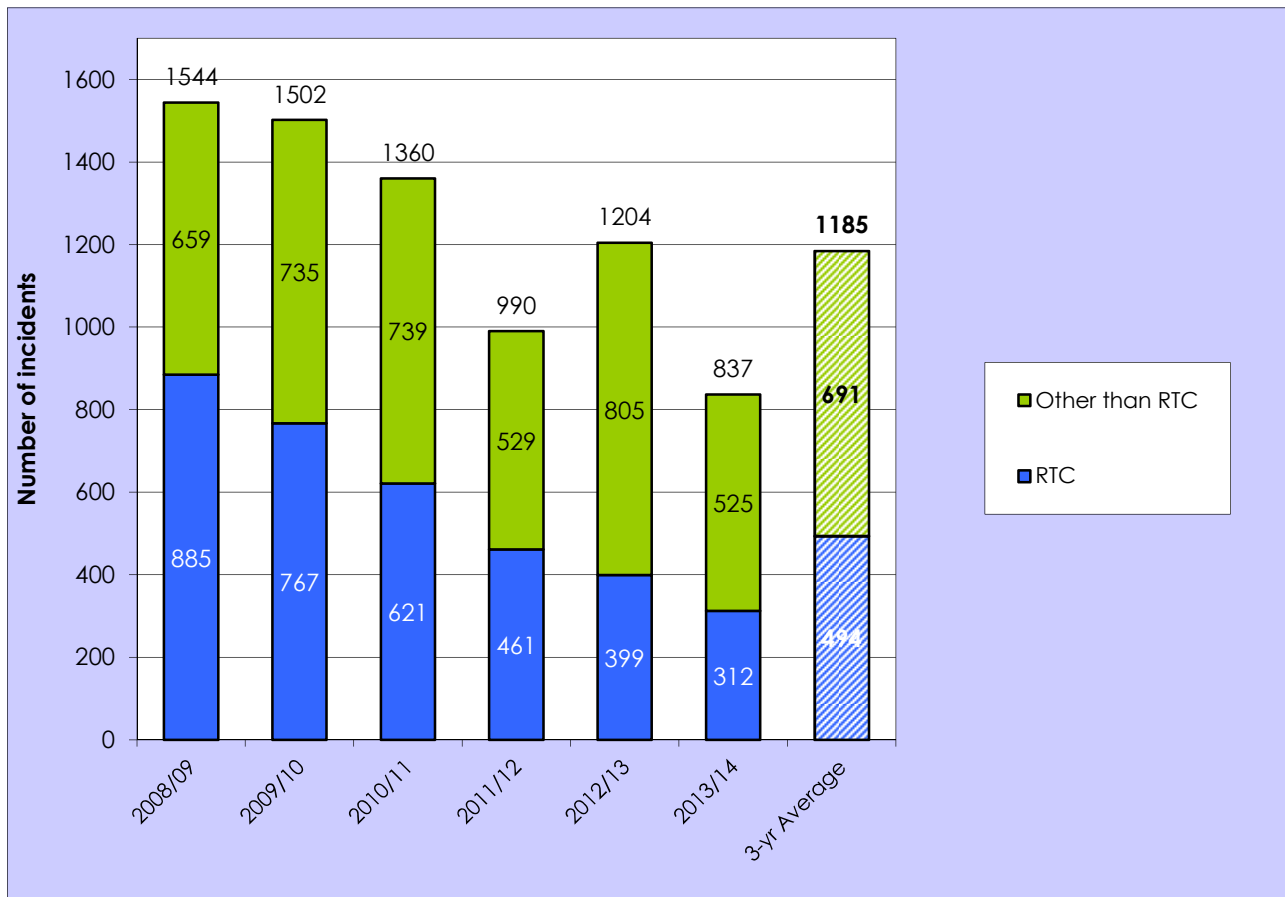
- **There was a decrease of 30% or 367 fewer special service incidents compared with the previous year.**

During 2013/14 the Service attended 837 special service incidents, which is fewer than the previous year and below the 3-year average.

The overall downward trend for **RTCs** attended continued. Special service incidents **other than RTCs** also decreased, with 35% or 280 fewer incidents compared with the same period last year, and remained lower than the 3-year average.

Whilst the wetter-than-average weather during 2012/13 resulted in fewer fires, in contrast, special service incidents as a result of the weather conditions increased that year, with the Service attending 313 flooding related incidents compared with 81 in 2013/14. Again this may limit the value of some year-on-year comparisons between 2012/13 and 2013/14.

Special Services Incidents Attended, by Type



## INCIDENT ACTIVITY REPORTING: False Alarms Attended

REPORTING YEAR 2013-14									
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Category	Year	Q1	Q2	Q3	Q4	Whole Year		Average of 3 previous years	
Total false alarm	2013-14	709	908	830	655	3,102	↓ 5%	3,522	↓ 12%
	2012-13	809	953	801	686	3,249			
Malicious false alarms	2013-14	22	23	11	21	77	↓ 27%	119	↓ 35%
	2012-13	28	27	26	25	106			
False alarms made with good intent	2013-14	270	364	304	232	1,170	↓ 1%	1,425	↓ 18%
	2012-13	317	323	278	265	1,183			
False alarms from AFAs in non-domestic properties	2013-14	257	344	346	264	1,211	↓ 10%	1,361	↓ 11%
	2012-13	304	412	355	279	1,350			
False alarms from AFAs in other properties	2013-14	160	177	169	138	644	↑ 6%	617	↑ 4%
	2012-13	160	191	142	117	610			

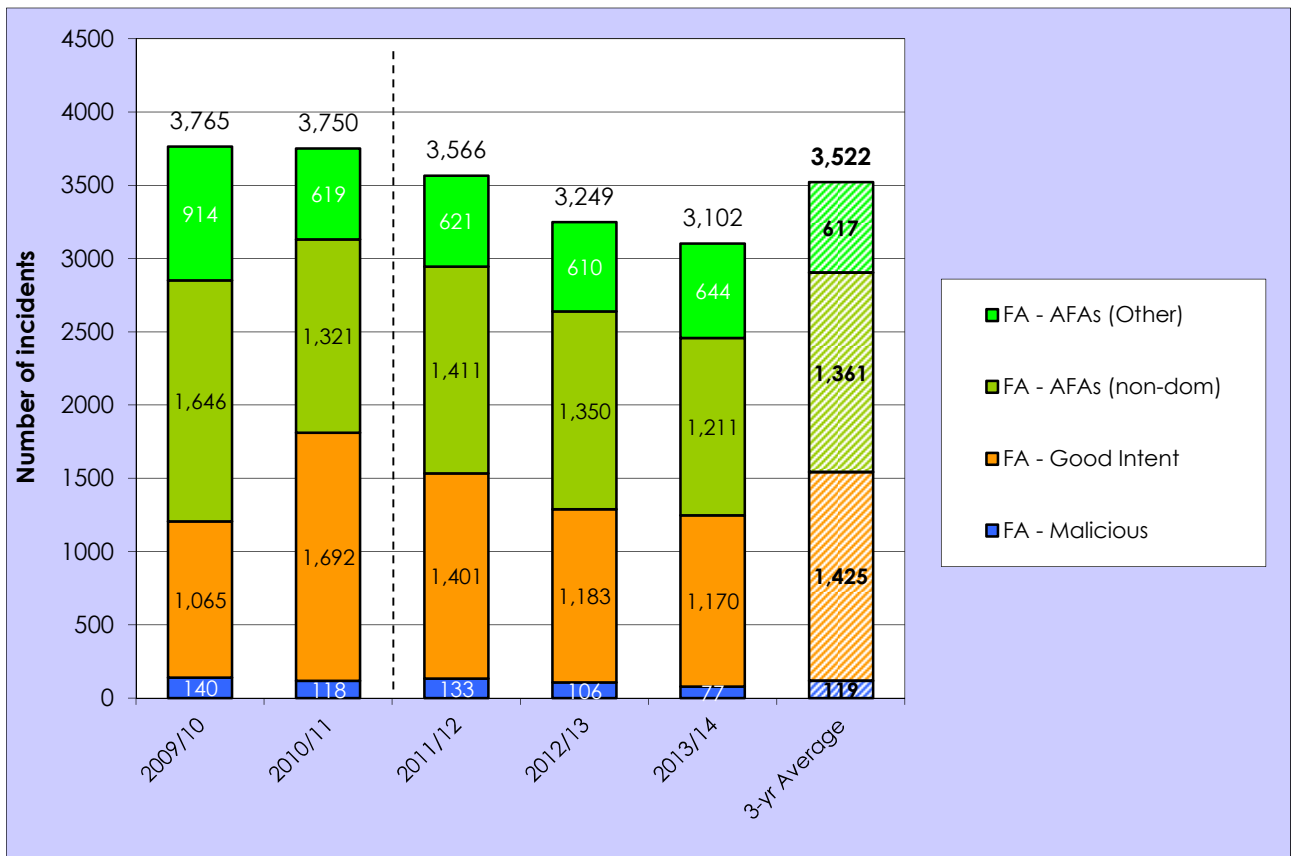
**False Alarms:**

- **There was a decrease of 5% or 147 fewer false alarms attended compared with the previous year.**

During 2013/14 the Service attended in response to 3,102 calls for assistance that later turned out to be false alarms. This number is lower than in previous years.

The overall numbers of false alarms in the categories of: automatic fire alarm (AFA) false alarms in non domestic premises, malicious false alarms and false alarms made with good intent all decreased, whereas AFAs in other premises increased when compared with the previous year.

False Alarms Attended, by Type



The realigning of categories of false alarms shortly before the start of the 2011/12 financial year, in light of national discussions, introduced a shift in the proportion of false alarms classified as 'automatic fire alarm (AFA) false alarms' and those classified as 'false alarms made with good intent'.

This made it impossible to make like-for-like comparison of 2011/12 figures against the previous year's figures in respect of these two categories of false alarm. This does not affect comparison between the 2011/12 and later years' figures.

## GLOSSARY

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary Fires	<p>These are fires that are not chimney fires, and which are in any type of building (except if derelict), vehicles, caravans and trailers, outdoor storage, plant and machinery, agricultural and forestry property, and other outdoor structures such as bridges, post boxes, tunnels, etc.</p> <p>Fires in any location are categorised as primary fires if they involved casualties, rescues or escapes, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary Fires	<p>Secondary fires are fires that are neither chimney fires nor primary fires.</p> <p>Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p> <p>Secondary fires are those that would normally occur in locations such as open land, in single trees, fences, telegraph poles, refuse and refuse containers (but not paper banks, which would be considered - in the same way as agricultural and forestry property - to be primary fires), outdoor furniture, traffic lights, etc.</p>
Chimney Fires	<p>These are fires in occupied buildings where the fire is confined within the chimney structure, even if heat or smoke damage extends beyond the chimney itself.</p> <p>Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p>
Special Service Incidents	<p>These are non-fire incidents which require the attendance of an appliance or officer and include:</p> <ul style="list-style-type: none"> <li>a) Local emergencies e.g. flooding, road traffic incidents, rescue of persons, 'making safe' etc;</li> <li>b) Major disasters;</li> <li>c) Domestic incidents e.g. water leaks, persons locked in or out etc;</li> <li>d) Prior arrangements to attend incidents, which may include some provision of advice and inspections.</li> </ul>
False Alarm (general guidance)	<p>Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed.</p> <p>Note: if the appliance is 'turned around' by Control before arriving at the incident it is not classed as having been attended and does not need to be reported.</p>
False Alarms - Malicious	These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.
False Alarms – Good Intent	These are calls made in good faith in the belief that the FRS really would attend a fire or special service incident.
False Alarms - AFA	These are calls initiated by fire alarm and fire-fighting equipment. They include accidental initiation of alarm apparatus or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e. with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation).